

EXHIBIT 12

Holmes, Sean

From: IF CUSTOMER
Sent: Tuesday, December 11, 2012 8:43 PM
To: Harvey, Joan O; Long, Michael F; Sabow, Michelle; Bentley, Suzy C; Claveau, Cami R; Perez, Eduardo; Fellabaum, Adam J; Rodriguez, Sipsy M
Cc: Holmes, Sean; Hayes, Queshan M; Cisneros, Robert X; Green, Shellie B; Gaunt, Amy C; Frank, Robert C; Ortiz, Dennis D
Subject: Compliment (KMM19553608V99761L0KM)
Congratulations!

You have received a compliment from a passenger acknowledging the excellent service you provided. Documentation of this compliment has been sent to your Performance Manager to be placed in your personnel file. Please feel free to save this letter and the corresponding compliment for your personal records.

Thank you for consistently delivering 'Service from the heart.'

Case Number: 7723131

Pax Name: BABCOCK, MARK W
 Flight Date: 12/08/2012
 Flight Number: 0108
 Origin City: ATL
 Destination City: MAD
 Seat Number: 18E

POS	EMP NBR	NAME	FSM NAME
F-A	578767	HARVEY, JOAN	HOLMES, SEAN
F-B	153758	LONG, MICHAEL	HOLMES, SEAN
F-C	858748	PATRICK, MICHELLE	HAYES, QUESHAN M
F-D	434117	BENTLEY, SUZY	CISNEROS, ROBERT X
F-E	461706	CLAVEAU, CAMI	GREEN, SHELLIE B
F-F	745886	PEREZ, EDUARDO	GAUNT, AMY C
F-G	888305	FELLABAUM, ADAM	FRANK, ROBERT C
F-H	894196	RODRIGUEZ, SIPSY	GAUNT, AMY C

***Please notify us if this is a duplicate email including the date of the first copy received for documentation purposes.

JD Power Category - GP

Mode of Contact: Email

Comments:

I was on your flight from ATL to MAD which had to turn around after almost 3 hours in flight and go back to Atlanta. So I spent an extra 5-6 hours in the plane before really starting my 8-1/2 hour flight. As I indicated in the survey you sent out, the way the airline and the staff handled everything in the air and on the ground was very professional.

//MA

12/18/2012

Holmes, Sean

From: IF CUSTOMER
Sent: Wednesday, August 01, 2012 1:38 AM
To: Holmes, Sean
Cc: Edmonson, Wayne; Jackson, Laura A
Subject: Complaint - Specific (KMM16725127V90823L0KM)

Records received from Customer Care show that the passenger complaint below cites possible involvement of the identified Flight Attendant(s).

This incident may require further investigation from your end

Case Number: 6716582

Pax Name: Thomas Neal Powell
 Flight Date: 25Jul12
 Flight Number: DL0135
 Origin City: ACC
 Destination City: ATL
 Seat Number: 19-A

POS	EMP	NBR	NAME	DEPT	FSM
A	0578767		JOAN HARVEY	611	3M SEAN HOLMES

***Please notify us if this is a duplicate email including the date of the first copy received for documentation purposes.

JD Power Category - TA / HC / GP

Comment:

The return flight was a lot worse the first one. I sat next to a "wide" woman all the way to Ghana. 12 hours mind you She continued to poke me in the side with her large flabby arm. I asked her when she was returning to the USA and she said in two weeks. I asked her if she knew what seat number. She was not sure. Well sure enough as I boarded the plane she was plainly sitting in 19B. I just walked past her and waited until I could speak a gate agent. I stopped him and explained that I was not going to sit next to her and allow her to have her arm in my side another 12 hours. He said he would see what he could do. I saw him go to the back of the plane and I never got to talk to him where i was standing.

I was later greeted by a flight attendant and I told her what was going on. She said that I needed to got the front of the plane to discuss it with the gate agents. I asked the first guy I saw and he said I needed to talk to his supervisor. He said the plane was full and he could not move me. The flight attendant said something to me and the captain steeped out and asked me what was going on. I explained the situation and he said my options was to get off the plane or return to my seat. I told them it was not my resonsibility to tell someone they had to stay in their seat confines. I told them it was their job.. No one seemed to like my demand. The flight attendant said something. I said that I needed their names. She gave me a piece of paper with this name "Joan Harvey 578767"

I returned to my seat and it looked like the gate agent and someone else was taling to the woman in 19B. I was never asked during the flight if everything was okay or if the situation still existed. Well apparently this was the same airplane 767 tail number 1612 that I flew to Ghana on. My screen device quit working agin on the flight and I could not get an attendant to go reboot it for a while.

Finally one came by and said that she could not move me because the "crew" had already gone back??????? The icing on the cake was when I saw one of the flight attendants as we were loading our cars. She said since I went to Ghana so uch that I should my frequent flyer miles to upgrade to businees class. I did not know you had paid your flight attendants to be advisors on how I use my frequent flyer miles. Your airline failed to force the large woman to buy two seats or put a divider

log

Butler, Charlene

From: Butler, Charlene
Sent: Monday, October 18, 2010 10:33 AM
To: Harvey, Joan O
Subject: FW: Compliment - DBMS Entered (KMM3679602V80096L0KM)

Hi Joan – Thanks for being the Delta difference for this customer and being **FRIENDLY, SMILING AND ATTENTIVE**. We want our customers to keep coming back to fly with us again and this is how we can succeed.

Charlene Butler

Purser Manager
 ATL - A Concourse
 404-714-9939 wk
 404-844-6666 cell
 404-677-6000 fax



From: IF CUSTOMER
Sent: Sunday, October 17, 2010 10:08 PM
To: Fogle, Carrie A; Harvey, Joan O; Noonan, Kristine J; Staska, Diane C
Cc: Chilumuna, Bruce; Butler, Charlene; Huger, Norma; Prothro, Alarie; Courtney, Keith
Subject: Compliment - DBMS Entered (KMM3679602V80096L0KM)

Congratulations!

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Case Number: 1479430

Pax Name: Leon Jensen
 Flight/Date: DL1507 / 15Sep10
 Seat Number: 22-E
 Routing: ATLSLC

POS	EMP NBR	NAME	DEPT	FSM	
B	0855968	CARRIE FOGLE	610	4H	BRUCE CHILUMUNA
C	0578767	JOAN HARVEY	611	3M	CHARLENE BUTLER
D	0273945	KRISTINE NOONAN	611	8D	NORMA HUGER
A	0386658	DIANE STASKA	611	5E	SHERRY PROTHRO

***Please notify us if this is a duplicate email including the date of the first copy received for documentation purposes.

Original Message:

MY WIFE AND I TRAVELED TO SLC ON DL 1507 ON 9/15. THE EXPERIENCE WAS EXCELLENT AND THE CABIN CREW WERE FRIENDLY, SMILING AND ATTENTIVE. JUST AS IT HAS ALWAYS BEEN WITH A DELTA CREW.

/v/



March 20, 2009

FACTS - CONFIDENTIAL AND FOR INTERNAL USE ONLY

Page 8 of 35

Event ID : 90551

Flight:	1028	Departure Date:	12/19/2008	Event Date:	12/19/2008
Departure Station:	PHX	Arrival Station:	ATL	Creation Date:	12/19/2008 2:39 PM
Sched Depart Time:	8:10 AM	Sched Arrival Time:	1:46 PM	Submit Date:	12/19/2008 2:45 PM
Act Arrival Time:	1:22 PM	Act Depart Time:	8:08 AM		
Ship:	000639	Eqp:	75X	Crew Base:	SAS
Departure Gate:	17	Arrival Gate:	T02	FSM:	007670200 TRACY MARTENS
ROTN Sched RLS:	6:10 PM	Crew Working Position:		Author:	063627700 MITZI SANTORO
ROTN Act RLS:	6:10 PM	Rotation Base:	SAS	Author Seniority:	8538
Crew ROTN #:	3018	Rotation Begin Date:	12/18/2008	Dupe #:	

Crew**Pilot List:**

POS A: 093203900 / STEPHEN BARNES
POS B: 039791800 / MARC CAWTHORN

Flight Attendant List:

POS A: 027021300 / NANCY BARNETT
POS A: 078680800 / AMY MAHONEY
POS B: 011317500 / MARIE FRANSON
POS B: 035181500 / KRISTI SCEROLER
POS C: 072521800 / WAYNE TAYLOR
POS C: 095586700 / JANET TAYLOR
POS D: 003277000 / PHILLIP COLEMAN
POS D: 063627700 / MITZI SANTORO
POS E: 057876700 / JOAN HARVEY

Delta/Support Personnel Compliments and Issues > Flight Attendant > Compliment**Primary Report Detail****Teamwork**

Describe what behaviors set this employee apart from others
= Dear Daphane Harris,

I fell compelled to inform you that F/A Joan Harvey was dead heading on our flight this morning and she was extremely helpful with a full load of psgrs assisting us with drinks and food service. She worked during the entire flight and for these reasons I find her to be an exceptional flight who exemplified Excellent Customer Service skills. Joan is definiely a Role Model to the Delta standards!!!

Date (mm/dd/yyyy) = 12/18/2008

Time of Day = 8:00 a.m.

Participant Information**Employee Information**

Name: JOAN

HARVEY

Address: US

THANK YOU FOR A GREAT JOB!
PLEASE RETURN TO YOUR SUPERVISOR
FOR YOUR PERSONAL FILE.

Common Report Detail

Delta Air Lines

Flight Attendant Performance Summary Review

Flight Attendant Name: Joan Harvey	Emp. #: 578767	Employment Date: 10/23/91
Field Service Manager: Renee McAlister	Dept. #: 611	Base: ATL
		Period Covered: 10/23/03-10/22/04

In-Flight Service Vision

- IFS employees feel valued
- Relationships are built on a foundation of trust
- Continuous improvement is a way of life
- IFS people have the knowledge, skills, desire & opportunity to make decisions
- IFS people are motivated and proud
- Business results flourish
- Customer-centric IFS is a competitive advantage
- High performing people in partnership with the corporation.

Purpose of Feedback Session

Provide opportunity to build and strengthen an effective working relationship between the flight attendant and field service manager focusing on:

- Safety
- Professionalism
- Customer Focus
- Availability Profile
- Teamwork
- Growth and development

Field Service Manager Comments: Summarize the flight attendant's overall performance for the previous year. Highlight any significant accomplishments or developmental needs in the areas of safety, customer focus, teamwork, professionalism or availability.

Congratulations on the completion of 14 years of service! Joan, teamwork, leadership and customer service are certainly areas in which you excel. This employment year you received two coworker and one customer compliment recognizing the great job you do. Also, you were recognized by one of your peers for the In-Flight Service BRAVO Award. On the nomination form he stated, "Joan was a great OBL. She still has the "Delta Spirit" and the passengers really appreciate it". Thank you for making a difference.

Joan, thank you for continued commitment to the OnBoard Leadership Program and the support you provide your crews. Please continue to lead by example. Also, remember the importance of utilizing FACTS...this is an excellent communication tool.

Your last Safety Review was completed on 5/30/04. You were rated meets expectations in all areas, with the exception of exits and equipment, where you were rated nearly meets. The reviewer stated you needed some coaching with the aft MD88 door. As safety advocates and ambassadors, we must be careful and stay focused. Some quick tips that will help ensure your safety, the safety of other Delta employees and our customers are as follows: don't become complacent - follow established procedures every time you touch a door; don't get distracted- stay focused; and disarm all doors before leaving the aircraft. Also, as OBL please ensure you receive a verbal response from your door safety flight attendant once the door check is completed.

Joan, your overall reliability for this review period reflects 4 occasions of sick for a total of 14 days, 2 occasions of MTO for 7 days (both due to family emergency) and 2 late sign-ins. Although there has not been any administrative action this employment year, your record is at a marginal level. Please do all possible to safeguard your health so improvement is shown in this very important area of your work record.

Your overall job knowledge and hard work is noticed and appreciated. I have enjoyed having you in my group again this year and look forward to working with you another year. Stop by anytime.

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CONFIDENTIAL

Delta 000200

Delta Air Lines

Flight Attendant Performance Summary Review

SIGNATURES – Both flight attendant and field service manager sign following the discussion

Flight Attendant Signature

Renee McAfee

Field Service Manager Signature

Date of Feedback Session

DATE: 02/04/05

FLIGHT ATTENDANT PERFORMANCE SUMMARY
23OCT03 THRU 22OCT04

PAGE: 1

NAME: HARVEY, JOAN O
EMPLOYEE NBR: 578767SENIORITY DATE: 27NOV91
EMPLOYMENT DATE: 23OCT91
BASE: ATL MGR: 8A DEPT: 611-----
SAFETY
-----RECURRENT DATE: 24NOV2003
SAFETY REVIEW DATE: 30MAY2004
SAFETY REVIEW RATINGS:3 - ON-BOARD MANUAL COMPLIANCE
2 - EXITS AND EQUIPMENT
3 - REGULATIONS AND GUIDELINES
3 - IFS-SAFETY BULLETIN BOARD

** SAFETY COMMENTS PRINTED AT END OF SUMMARY **

RATING 3 - MEETS EXPECTATIONS 2 - NEARLY MEETS EXPECTATIONS
DEFINITIONS: 1 - DOES NOT MEET EXPECTATIONS 0 - NOT RATED-----
CUSTOMER FOCUS

CUSTOMER COMPLIMENTS

HONOR ROLL: 1

GENERAL: 0

Career Told: 2

** COMMENTS PRINTED AT END OF SUMMARY **

CUSTOMER COMPLAINTS

COMPLAINT TOTAL: _____

TEAMWORK
-----TEAM COMPLIMENTS: 3 *Career Told: 4* TEAM COMPLAINTS: _____-----
PROFESSIONALISM

APPEARANCE CHECK DATE: 30MAY2004

APPEARANCE SCORE: S (S = SATISFACTORY I = NEEDS IMPROVEMENT)

REQUIRED OBL HOURS YTD: N/A
TOTAL PAID HOURS YTD: N/ATOTAL OBL PAID HOURS YTD: N/A
% FLOWN OBL YTD: N/AREQUIRED IOBL HRS YTD: N/A
TRACKED MONTHS: N/A

TOTAL IOBL BLOCK HRS YTD: N/A

TOTAL INTERNATIONAL BLOCK HOURS _____ REQUIRED INTERNATIONAL BLOCK HOURS _____

DATE: 02/04/05

FLIGHT ATTENDANT PERFORMANCE SUMMARY
23OCT03 THRU 22OCT04

PAGE: 2

NAME: HARVEY, JOAN O
EMPLOYEE NBR: 578767SENIORITY DATE: 27NOV91
EMPLOYMENT DATE: 23OCT91
BASE: ATL MGR: 8A DEPT: 611-----
QUALIFICATIONS/OTHER
-----LEADERSHIP: AI DC
LANGUAGE:
SPECIAL ASSIGNMENTS:-----
AVAILABILITY PROFILE

ABSENCES:	4 OCCASIONS	14 DAYS	PLOC/PLOA:	0 OCCASIONS	0 DAYS
MTO:	2 3 OCCASIONS	7 DAYS	XLOA:	0 OCCASIONS	0 DAYS
FTC:	0 OCCASIONS		AUXILIARY:	0 OCCASIONS	0 DAYS
				MAR-AUG:	SEP-FEB:
			LATE SIGN-INS:	2 OCCASIONS	

DATE: 02/04/05 FLIGHT ATTENDANT PERFORMANCE SUMMARY PAGE: 3
FLIGHT ATTENDANT COMPLIMENT REPORT
23OCT03 THRU 22OCT04

NAME: HARVEY, JOAN O EMPLOYEE NBR: 578767

FLIGHT/EVENT DATE: 05FEB04

THANKS TO A WONDERFUL AND CARING CREW. THEY REALLY HELPED ME WITH MY SMALL
CHILDREN DURING THIS FLIGHT AND I SAY THANKS TO JOAN HARVEY AND THE REST
OF THE CREW.

DATE: 02/04/05 FLIGHT ATTENDANT PERFORMANCE SUMMARY PAGE: 4
F/A SAFETY COMMENTS REPORT
23OCT03 THRU 22OCT04

NAME: HARVEY, JOAN O EMPLOYEE NBR: 578767

SAFETY REVIEW DTE: 30MAY2004

COMMENTS:

MS. HARVEY NEEDED COACHING WITH AFT DOOR AND WAS NOT FAMILIAR WITH
THE MD88 AFT DOOR. AFTER COACHING PRACTICED SHE IS NOW MORE FAMI
LIAR.

END OF REPORT

Page: 1 Document Name: untitled

8A

FACLA/FACLMITM
196386

FLIGHT ATTENDANT INFORMATION MANAGEMENT
FLIGHT ATTENDANT COMMUNICATIONS

20OCT04
11:19

EMPLOYEE NAME: JOAN HARVEY
NBR: 0578767

BASE: ATL
EMP DATE: 23OCT91

COMPLIMENT TYPE: h
(G=GENERAL, H=HONOR ROLL)

TYPE: f
(F=FLIGHT, E=EVENT)

FLIGHT NBR: 0706 OBL:
(OBL=X, IF APPLICABLE)

FLIGHT/EVENT DATE: 05feb04

FLIGHT/EVENT CITY: sea

ISSUE DATE 20OCT04 EXP DATE 20OCT05

COMMENTS:

THANKS TO A WONDERFUL AND CARING CREW. THEY REALLY HELPED ME WITH MY SMALL CHILDREN DURING THIS FLIGHT AND I SAY THANKS TO JOAN HARVEY AND THE REST OF THE CREW.

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
MAIN PREV

Joan,
Thank you for
the care & concern
you showed this customer.
Your efforts are appreciated!
Enjoy your pass.
Resee
cc. Personnel File

612 SHERMAN ST. NW

TO WHOM IT MAY CONCERN;

I HAVE HAD A RECENT PLEASURABLE EXPERIENCE WITH YOUR AIRLINE THAT I WOULD LIKE TO SHARE WITH YOU. ON FEB. 5, 2004 ON A FLIGHT (DL706) FROM SEATTLE TO ATLANTA THE FLIGHT CREW PROVED TO BE AMONG, IF NOT THE BEST I HAVE EVER SEEN.

DEALING WITH YOUNG CHILDREN, IMPATIENT, IF NOT INTOLERANT PASSENGERS IS ENOUGH. ADDING ONLY TO THE CHALLENGE A YOUNG TIRED AND UPSET MOTHER OF A SOMEWHAT VOCAL TODDLER. THE CREW OF THIS FLIGHT IMPRESSED ME TO THE POINT OF SIMPLY ASKING FOR A WAY OF MENTIONING THEIR PERFORMANCE AND COMMENDING THEIR DEDICATION TO AN INDUSTRY WHICH HAS NOT HAD THE GREATEST C.S.I. IN A LONG TIME.

MY THANKS TO ALL AT DELTA AND MOST ESPECIALLY A WONDERFUL AND Caring CREW. Looking forward to flying with you soon.

Respectfully,



MARK D. OPPER
SALES DIRECTOR
D.M.E.

413-218-5358

Pairing #6257 04Feb ATL based

JOAN HARVEY 578167-ATL 8A MAYAN ✓
TRACIE NELSON 797269-ATL 7U MAYAN
SHERRIE AUSTIN ~~13657~~ 151041-ATL 7B
ANGELA GAINES 670499-ATL 8A CHUS

HR Padd

ATL Well
8-25-04
NRK

CUSTOMER CARE 05 26 04 00 11 18

Message

Page 1 of 2

McAlister, Renee

From: McAlister, Renee
Sent: Monday, September 27, 2004 2:26 PM
To: HARVEY, JOAN *fil*
Cc: McAlister, Renee
Subject: COMPLIMENT

Hi Joan,

I received the following compliment from Amanda Hearn who commended your crew on a great job. Thank you for taking such great care of our customers. A copy of this compliment has been placed in your personnel file. Thanks again, Renee

-----Original Message-----

From: Higgins, Tina
Sent: Wednesday, September 15, 2004 10:29 AM
To: Finocchio, Heidi; McAlister, Renee; Payne, Janet; Carreker, Linda; Huger, Norma; Gambrell, Geraldine
Cc: Gobin, Sabrina
Subject: FACTS COMPLIMENT

Your Flight Attendant has recieved a compliment. Please review, give a copy to your FA and place a copy in your FA's personnel folder.

F.A.C.T.S. CONFIDENTIAL FOR DELTA INTERNAL USE ONLY

Flt Nbr/Date : 1676/12Sep04 Catg : PERSONNEL
Dprt/Arr City: PDX/ATL Topic : FLIGHT ATTENDANT
Dprt/Arr Time: 07:40/15:14 Item : COMPLIMENT
Rotation ID : ATL/4265- /10Sep04 Class Of Service:
Date Of Entry: 12Sep04 19:47 Passenger Count: 24 / 0 / 194
Ship Nbr/AC Type : 130/76S Gate Out/In : D7/B01
OBL Name/Emp Nbr : JOAN HARVEY/578767
Author Name/Emp Nbr : Information Not Available /434604 (610)
Author's FSM Name : WILLIAM CAHILL

Reason :

Comments : WHAT A GREAT
CREW!!!

WITH FRIENDS IN PORTLAND, I WAS TREATED TO AN EXCEPTIO
CREW ON MY FLIGHT HOME TO ATLANTA.I AM A FLIGHT ATTEND
THE CREW'S -JOB WELL DONE- TO GO UNNOTICED.
EVERYTHING.

AFTER A WEEKEND
NAL FLIGHT ATTENDANT
ANT AND I DID NOT WANT
THANK YOU AGAIN FOR
M.AMANDA HEARN

EmpNbr Name
567365 MARYELLEN GURNON FSM : HEIDI ANDERSSON-FINOCCHIO
578767 JOAN HARVEY FSM : RENEE MCALISTER
159863 JAN NETHERY FSM : JANET PAYNE
842816 GAYLE JACKSON FSM : LINDA CARREKER
301100 BROOKE KO FSM : NORMA HUGER
409509 MELANIE UMBERGER FSM : GERALDINE GAMBRELL

9/27/2004

CONFIDENTIAL

Delta 000208

McAlister, Renee

2003 04

From: Purvis, Sonya
Sent: Tuesday, December 16, 2003 8:08 PM
To: Barnes, Barbara; Odle, Dean; McAlister, Renee; Wissig, Gary
Subject: Compliment

File
ATL based crew members: Joan Harvey, Twila Chiles, Richard Newson, and Heather Adams are to be commended on their willingness and flexibility. They are working ATL | 2209 | 16DEC.

We had a situation Tuesday, Dec. 16, which left flight 2108 the 1910 departure out of CMH CVG uncovered. I called this crew at their layover hotel around 1830 to ask this crew if three of them would be willing to come out and work the flight. The onboard leader Joan located her crew, then called me back to advise me they could be dressed and at the airport in about 30 to 45 minutes. As it turned out there was another crew located at the airport who minimized the delay, and this crew volunteered to work the flight to CVG.

I still want to thank each crewmember for their efforts.

Thank You.

Sonya Purvis

OCC - Crew Tracking Coordinator

***Congratulations on being
nominated for the***

B.R.A.V.O. AWARD

Presented to

***Flight Attendant - Joan Harvey
For Being Ready and Visibly Outstanding***

Thank you

Renee McAlister

Field Service Manager ATL-I

